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MELANIE DELAPAZ

**UNITED STATES DISTRICT COURT  
CENTRAL DISTRICT OF CALIFORNIA**

MELANIE DELAPAZ,  
Plaintiff,

vs.

JOHN NGOUN CHANG D/B/A DOUGH  
BOY DONUTS; GEORGE E. RENFRO  
IV; and DOES 1 to 10,  
Defendants.

**Case No.:**

COMPLAINT FOR INJUNCTIVE  
RELIEF AND DAMAGES FOR DENIAL  
OF CIVIL RIGHTS OF A DISABLED  
PERSON IN VIOLATIONS OF

1. AMERICANS WITH DISABILITIES  
ACT, 42 U.S.C. §12131 et seq.;

2. CALIFORNIA'S UNRUH CIVIL  
RIGHTS ACT;

3. CALIFORNIA'S DISABLED  
PERSONS ACT;

4. CALIFORNIA HEALTH & SAFETY  
CODE;

5. NEGLIGENCE

Plaintiff MELANIE DELAPAZ ("Plaintiff") complains of Defendants JOHN  
NGOUN CHANG D/B/A DOUGH BOY DONUTS; GEORGE E. RENFRO IV; and  
DOES 1 to 10 ("Defendants") and alleges as follows:

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**PARTIES**

1  
2 1. Plaintiff is a California resident with a physical disability. Plaintiff suffers  
3 from hemiplegia on her left leg and spinal cord injury, and is substantially limited in her  
4 ability to walk. Plaintiff requires the use of a wheelchair at all times when traveling in  
5 public.

6 2. Defendants are, or were at the time of the incident, the real property owners,  
7 business operators, lessors and/or lessees of the real property for a bakery (“Business”)   
8 located at or about 204 E. Imperial Ave., El Segundo, California.

9 3. The true names and capacities, whether individual, corporate, associate or  
10 otherwise of Defendant DOES 1 through 10, and each of them, are unknown to Plaintiff,  
11 who therefore sues said Defendants by such fictitious names. Plaintiff will ask leave of  
12 Court to amend this Complaint when the true names and capacities have been  
13 ascertained. Plaintiff is informed and believes, and, based thereon, alleges that each such  
14 fictitiously named Defendants are responsible in some manner, and therefore, liable to  
15 Plaintiff for the acts herein alleged.

16 4. Plaintiff is informed and believes, and thereon alleges that, at all relevant  
17 times, each of the Defendants was the agent, employee, or alter-ego of each of the other  
18 Defendants, and/or was acting in concert with each of the other Defendants, and in doing  
19 the things alleged herein was acting with the knowledge and consent of the other  
20 Defendants and within the course and scope of such agency or employment relationship.

21 5. Whenever and wherever reference is made in this Complaint to any act or  
22 failure to act by a defendant or Defendants, such allegations and references shall also be  
23 deemed to mean the acts and failures to act of each Defendant acting individually, jointly  
24 and severally.

**JURISDICTION AND VENUE**

25  
26 6. The Court has jurisdiction of this action pursuant to 28 USC §§ 1331 and  
27 1343 for violation of the Americans with Disabilities Act of 1990, (42 USC §12101, *et*  
28 *seq.*).



1 failed to provide proper van accessible space designated for the  
2 persons with disabilities as there were no “NO PARKING” markings  
3 painted on the surface of the access aisle.

4 d. Defendants failed to maintain the parking space designated for  
5 persons with disabilities to comply with the federal and state  
6 standards. Defendants failed to maintain the mark on the space with  
7 the International Symbol of Accessibility, resulting in the markings  
8 becoming severely deteriorated, hindering visibility.

9 e. Defendants failed to maintain the parking space designated for  
10 persons with disabilities to comply with the federal and state  
11 standards. Defendants failed to maintain the blue lines on the ground  
12 as required, resulting in the markings becoming severely deteriorated,  
13 hindering visibility.

14 f. Defendants failed to comply with the federal and state standards for  
15 the parking space designated for persons with disabilities. Defendants  
16 failed to provide an access aisle with level surface slope, as there is a  
17 ramp on the accessible aisle.

18 14. These barriers and conditions denied Plaintiff full and equal access to the  
19 Business and caused Plaintiff difficulty and frustration. Plaintiff wishes to return and  
20 patronize the Business; however, Plaintiff is deterred from visiting the Business because  
21 her knowledge of these violations prevents her from returning until the barriers are  
22 removed.

23 15. Based on the violations, Plaintiff alleges, on information and belief, that  
24 there are additional barriers to accessibility at the Business after further site inspection.  
25 Plaintiff seeks to have all barriers related to her disability remedied. *See Doran v. 7-*  
26 *Eleven, Inc.* 524 F.3d 1034 (9<sup>th</sup> Cir. 2008).



otherwise treated differently than other individuals because of the absence of auxiliary aids and services, unless the entity can demonstrate that taking such steps would fundamentally alter the nature of the good, service, facility, privilege, advantage, or accommodation being offered or would result in an undue burden. 42 U.S.C. § 12182(b)(2)(A)(iii).

- c. A failure to remove architectural barriers, and communication barriers that are structural in nature, in existing facilities, and transportation barriers in existing vehicles and rail passenger cars used by an establishment for transporting individuals (not including barriers that can only be removed through the retrofitting of vehicles or rail passenger cars by the installation of a hydraulic or other lift), where such removal is readily achievable. 42 U.S.C. § 12182(b)(2)(A)(iv).
- d. A failure to make alterations in such a manner that, to the maximum extent feasible, the altered portions of the facility are readily accessible to and usable by individuals with disabilities, including individuals who use wheelchairs or to ensure that, to the maximum extent feasible, the path of travel to the altered area and the bathrooms, telephones, and drinking fountains serving the altered area, are readily accessible to and usable by individuals with disabilities where such alterations to the path or travel or the bathrooms, telephones, and drinking fountains serving the altered area are not disproportionate to the overall alterations in terms of cost and scope. 42 U.S.C. § 12183(a)(2).

21. Where parking spaces are provided, accessible parking spaces shall be provided. 1991 ADA Standards § 4.1.2(5); 2010 ADA Standards § 208. One in every eight accessible spaces, but not less than one, shall be served by an access aisle 96 in (2440 mm) wide minimum and shall be designated “van accessible.” 1991 ADA

Standards § 4.1.2(5)(b). For every six or fraction of six parking spaces, at least one shall be a van accessible parking space. 2010 ADA Standards § 208.2.4.

22. Under the ADA, the method and color of marking are to be addressed by State or local laws or regulations. See 36 C.F.R., Part 1191. Under the California Building Code (“CBC”), the parking space identification signs shall include the International Symbol of Accessibility. Parking identification signs shall be reflectorized with a minimum area of 70 square inches. Additional language or an additional sign below the International Symbol of Accessibility shall state “Minimum Fine \$250.” A parking space identification sign shall be permanently posted immediately adjacent and visible from each parking space, shall be located with its centerline a maximum of 12 inches from the centerline of the parking space and may be posted on a wall at the interior end of the parking space. See CBC § 11B-502.6, et seq.

23. Moreover, an additional sign shall be posted either in a conspicuous place at each entrance to an off-street parking facility or immediately adjacent to on-site accessible parking and visible from each parking space. The additional sign shall not be less than 17 inches wide by 22 inches high. The additional sign shall clearly state in letters with a minimum height of 1 inch the following: “Unauthorized vehicles parked in designated accessible spaces not displaying distinguishing placards or special license plates issued for persons with disabilities will be towed always at the owner’s expense...” See CBC § 11B-502.8, et seq.

24. Here, Defendants failed to provide the parking space identification sign with the International Symbol of Accessibility. In addition, Defendants failed to provide the signs stating, “Minimum Fine \$250” and “Van Accessible.” Moreover, Defendants failed to provide the additional sign with the specific language stating “Unauthorized vehicles parked in designated accessible spaces not displaying distinguishing placards or special license plates issued for persons with disabilities will be towed always at the owner’s expense...”



1           25. For the parking spaces, access aisles shall be marked with a blue painted  
2 borderline around their perimeter. The area within the blue borderlines shall be marked  
3 with hatched lines a maximum of 36 inches (914 mm) on center in a color contrasting  
4 with that of the aisle surface, preferably blue or white. The words "NO PARKING" shall  
5 be painted on the surface within each access aisle in white letters a minimum of 12 inches  
6 (305 mm) in height and located to be visible from the adjacent vehicular way. CBC §  
7 11B-502.3.3.

8           26. Here, Defendants failed to provide a proper access aisle as there were no  
9 "NO PARKING" markings painted on the parking surface. Additionally, the blue hatched  
10 lines were severely deteriorated, hindering visibility.

11           27. The surface of each accessible car and van space shall have surface  
12 identification complying with either of the following options: The outline of a profile  
13 view of a wheelchair with occupant in white on a blue background a minimum 36" wide  
14 by 36" high (914 mm x 914 mm). The centerline of the profile view shall be a maximum  
15 of 6 inches (152 mm) from the centerline of the parking space, its sides parallel to the  
16 length of the parking space and its lower side or corner aligned with the end of the  
17 parking space length or by outlining or painting the parking space in blue and outlining  
18 on the ground in white or a suitable contrasting color a profile view of a wheel chair with  
19 occupant. See CBC § 11B-502.6.4, et seq.

20           28. Here, Defendants failed to maintain the paint of the International Symbol of  
21 Accessibility on the surface as required.

22           29. Under the 1991 Standards, parking spaces and access aisles must be level  
23 with surface slopes not exceeding 1:50 (2%) in all directions. 1991 Standards § 4.6.2.  
24 Accessible parking spaces shall be at least 96 in (2440 mm) wide. Parking access aisles  
25 shall be part of an accessible route to the building or facility entrance and shall comply  
26 with 4.3. Two accessible parking spaces may share a common access aisle. Parked  
27 vehicle overhangs shall not reduce the clear width of an accessible route. Parking spaces  
28



1 and access aisles shall be level with surface slopes not exceeding 1:50 (2%) in all  
2 directions. 1991 Standards § 4.6.3.

3 30. Here, the access aisle is not level with the parking spaces, as there is a ramp  
4 on the accessible aisle. Under the 2010 Standards, access aisles shall be at the same level  
5 as the parking spaces they serve. Changes in level are not permitted. 2010 Standards §  
6 502.4. "Access aisles are required to be nearly level in all directions to provide a surface  
7 for transfer to and from vehicles." 2010 Standards § 502.4 Advisory. Id. No more than a  
8 1:48 slope is permitted.

9 31. A public accommodation shall maintain in operable working condition those  
10 features of facilities and equipment that are required to be readily accessible to and usable  
11 by persons with disabilities by the Act or this part. 28 C.F.R. 35.211(a).

12 32. By failing to maintain the facility to be readily accessible and usable by  
13 Plaintiff, Defendants are in violation of Plaintiff's rights under the ADA and its related  
14 regulations.

15 33. The Business has denied and continues to deny full and equal access to  
16 Plaintiff and to other people with disabilities. Plaintiff has been and will continue to be  
17 discriminated against due to the lack of accessible facilities, and therefore, seeks  
18 injunctive relief to alter facilities to make such facilities readily accessible to and usable  
19 by individuals with disabilities.

## 20 **SECOND CAUSE OF ACTION**

### 21 **VIOLATION OF THE UNRUH CIVIL RIGHTS ACT**

22 34. Plaintiff incorporates by reference each of the allegations in all prior  
23 paragraphs in this complaint.

24 35. California Civil Code § 51 states, "All persons within the jurisdiction of this  
25 state are free and equal, and no matter what their sex, race, color, religion, ancestry,  
26 national origin, disability, medical condition, genetic information, marital status, sexual  
27 orientation, citizenship, primary language, or immigration status are entitled to the full  
28

1 and equal accommodations, advantages, facilities, privileges, or services in all business  
2 establishments of every kind whatsoever.”

3 36. California Civil Code § 52 states, “Whoever denies, aids or incites a denial,  
4 or make any discrimination or distinction contrary to Section 51, 51.5, or 51.6, is liable  
5 for each and every offense for the actual damages, and any amount that may be  
6 determined by a jury, or a court sitting without a jury, up to a maximum of three times the  
7 amount of actual damage but in no case less than four thousand dollars (\$4,000) and any  
8 attorney’s fees that may be determined by the court in addition thereto, suffered by any  
9 person denied the rights provided in Section 51, 51.5, or 51.6.

10 37. California Civil Code § 51(f) specifies, “a violation of the right of any  
11 individual under federal Americans with Disabilities Act of 1990 (Public Law 101-336)  
12 shall also constitute a violation of this section.”

13 38. The actions and omissions of Defendants alleged herein constitute a denial  
14 of full and equal accommodation, advantages, facilities, privileges, or services by  
15 physically disabled persons within the meaning of California Civil Code §§ 51 and 52.  
16 Defendants have discriminated against Plaintiff in violation of California Civil Code §§  
17 51 and 52.

18 39. The violations of the Unruh Civil Rights Act caused Plaintiff to experience  
19 difficulty, discomfort, or embarrassment. The Defendants are also liable for statutory  
20 damages as specified in California Civil Code §55.56(a)-(c).

### 21 **THIRD CAUSE OF ACTION**

#### 22 **VIOLATION OF CALIFORNIA DISABLED PERSONS ACT**

23 40. Plaintiff incorporates by reference each of the allegations in all prior  
24 paragraphs in this complaint.

25 41. California Civil Code § 54.1(a) states, “Individuals with disabilities shall be  
26 entitled to full and equal access, as other members of the general public, to  
27 accommodations, advantages, facilities, medical facilities, including hospitals, clinics,  
28 and physicians’ offices, and privileges of all common carriers, airplanes, motor vehicles,

1 railroad trains, motorbuses, streetcars, boats, or any other public conveyances or modes  
2 of transportation (whether private, public, franchised, licensed, contracted, or otherwise  
3 provided), telephone facilities, adoption agencies, private schools, hotels, loading places,  
4 places of public accommodations, amusement, or resort, and other places in which the  
5 general public is invited, subject only to the conditions and limitations established by  
6 law, or state or federal regulation, and applicable alike to all persons.

7 42. California Civil Code § 54.3(a) states, “Any person or persons, firm or  
8 corporation who denies or interferes with admittance to or enjoyment of public facilities  
9 as specified in Sections 54 and 54.1 or otherwise interferes with the rights of an  
10 individual with a disability under Sections 54, 54.1 and 54.2 is liable for each offense for  
11 the actual damages, and any amount as may be determined by a jury, or a court sitting  
12 without a jury, up to a maximum of three times the amount of actual damages but in no  
13 case less than one thousand dollars (\$1,000) and any attorney’s fees that may be  
14 determined by the court in addition thereto, suffered by any person denied the rights  
15 provided in Section 54, 54.1, and 54.2.

16 43. California Civil Code § 54(d) specifies, “a violation of the right of an  
17 individual under Americans with Disabilities Act of 1990 (Public Law 101-336) also  
18 constitute a violation of this section, and nothing in this section shall be construed to limit  
19 the access of any person in violation of that act.

20 44. The actions and omissions of Defendants alleged herein constitute a denial  
21 of full and equal accommodation, advantages, and facilities by physically disabled  
22 persons within the meaning of California Civil Code § 54. Defendants have  
23 discriminated against Plaintiff in violation of California Civil Code § 54.

24 45. The violations of the California Disabled Persons Act caused Plaintiff to  
25 experience difficulty, discomfort, and embarrassment. The Defendants are also liable for  
26 statutory damages as specified in California Civil Code §55.56(a)-(c).

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**FOURTH CAUSE OF ACTION**

**CALIFORNIA HEALTH & SAFETY CODE § 19955, et seq.**

46. Plaintiff incorporates by reference each of the allegations in all prior paragraphs in this complaint.

47. Plaintiff and other similar physically disabled persons who require the use of a wheelchair are unable to use public facilities on a “full and equal” basis unless each such facility is in compliance with the provisions of California Health & Safety Code § 19955 et seq. Plaintiff is a member of the public whose rights are protected by the provisions of California Health & Safety Code § 19955 et seq.

48. The purpose of California Health & Safety Code § 1995 et seq. is to ensure that public accommodations or facilities constructed in this state with private funds adhere to the provisions of Chapter 7 (commencing with Section 4450) of Division 5 of Title 1 of the Government Code. The code relating to such public accommodations also require that “when sanitary facilities are made available for the public, clients, or employees in these stations, centers, or buildings, they shall be made available for persons with disabilities.

49. Title II of the ADA holds as a “general rule” that no individual shall be discriminated against on the basis of disability in the full and equal enjoyment of goods (or use), services, facilities, privileges, and accommodations offered by any person who owns, operates, or leases a place of public accommodation. 42 U.S.C. § 12182(a). Further, each and every violation of the ADA also constitutes a separate and distinct violation of California Civil Code §§ 54(c) and 54.1(d), thus independently justifying an award of damages and injunctive relief pursuant to California law, including but not limited to Civil Code § 54.3 and Business and Professions Code § 17200, et seq.

**FIFTH CAUSE OF ACTION**

**NEGLIGENCE**

50. Plaintiff incorporates by reference each of the allegations in all prior paragraphs in this complaint.

